

ACS hosts its first holiday open house

By Julie Gowel
ACS Marketing Manager

The 222nd Base Support Battalion Army Community Service Office welcomes the Baumholder community to its first annual holiday open house.

Come in and enjoy a relaxed atmosphere filled with holiday cheer. Meet our staff and learn about the great programs and services we have to offer.

No holiday open house would be complete without plenty of refreshments to fill the tummy and holiday music to warm the soul. Children can enjoy a special guest

appearance by Santa Claus. The ACS open house will be held Dec. 5 from 10:30 a.m. to 4 p.m. Follow the ACS staff from the holiday open house to the Baumholder tree lighting ceremony at 4:30 p.m. at the Rheinlander Club.

There will be plenty of activities for children including writing letters to Santa, making musical instruments and many more. Santa Claus will be showing off his pearly whites for photos with the children. Celebrate an entire day of Holiday cheer with Army Community Service and the Community Recreation Division.

Toy and book exchange helps welcome children

By Julie Gowel
Army Community Service
Marketing Manager

Army Community Service is starting a new Toy and Book Exchange program for families entering the Baumholder Community.

Since most families ship the majority of their children's belongings with their household goods, the toys and books they arrive with are usually ones they have been playing with or reading for quite some time.

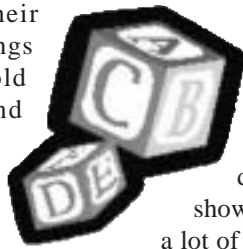
The Toy and Book Exchange program gives families the opportunity to come to ACS and get "new-to-you" toys and books. The children's items do not need to be returned to ACS.

When families receive their household goods shipment and

they find some toys and books in good condition that their children no longer play with, ACS requests they donate those to the Toy and Book Exchange program. ACS is trying to reduce the stress of moving for both parents and children by making the transition easier for incoming families.

The Toy and Book Exchange program is a way for members of the community to welcome new children to Baumholder and show that they care. ACS needs a lot of toys and books to get this program off the ground.

Donations of toys and books in good condition will be accepted at ACS Mondays through Fridays during normal business hours. For more information contact the Baumholder Army Community Service Office at mil 485-8188 or civ (06783) 6-8188.



Nurturing program helps families deal with communication, improve family life

To nurture is the ability to care for and foster growth in yourself and others. The New Parent Support Program offers you the opportunity to learn the skills that help your family communicate more, feel closer to each other, and coexist in a peaceful and loving environment. All families are welcome including two-parent, single parent, foster families, adoptive families and blended families.

The Nurturing Program is a 12-week course starting Nov. 17 from

4 – 6 p.m. The class meets every Monday and is for parents and their infants, toddlers and preschoolers. Concurrent

sessions for both parents and children cover various well-being topics.

Parents will learn such techniques as establishing nurturing routines for mealtime, bedtime and chores, effective discipline skills and how to enjoy your family and have fun. You will come away from the Nurturing Program with a

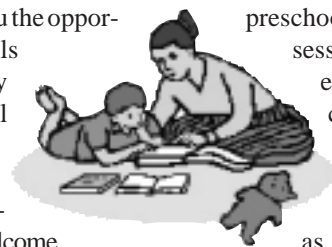


Photo by Ignacio "Iggy" Rubalcava

Baumholder Buccaneers the Ansbach Cougars mix it up during the first game of the European Super Six football championships at Minnick Field Nov. 1. The Cougars routed Baumholder 43-6.

Cougars rout Bucs at Super Six

The Ansbach Cougars handed Baumholder a 43-6 defeat during the Super Six European high school championship playoffs Nov. 1, making the afternoon anything but super for the Baumholder Buccaneers.

The rout started early. With 4:21 remaining in the first quarter the score stood at 21 – 0, Ansbach. Early in the second quarter the Cougars again crossed the goal and were good for the extra point, put the score at 28 – 0 with 10:09 still on

the clock.

The score held until the half-time buzzer but the Cougars came back to score yet another goal in the third quarter and Baumholder finally found the score board and went in for six but were not able to claim the extra point, making it 34-6, Ansbach.

Ansbach continued to press and with 8:48 remaining in the game the score stood at 40-6, Ansbach. When it was all over, the Baumholder Buccaneers found

themselves as runners up to the Division III championship with a final tally of 43-6, Ansbach. The victory earned Ansbach this year's Division III championship.

It was almost an instant replay of the first game when SHAPE routed the Bitburg Barons 33-7 to claim the Division II title.

It was a close game to the end in division I as the mighty Ramstein Royals managed to edge Wiesbaden 7-6 to claim their division title.

Employment orientation helps land jobs

Take advantage of the Employment Orientation Class offered at the Army Community Service Office Dec. 2 and 16. This class includes valuable insights into the

employment opportunities in the Baumholder community and its surrounding area. Participants in this free class will receive information concerning military spouse preference, defining federal and private sector opportunities, application procedures, basic Resumix

start-up information, and volunteer possibilities. This class will equip family members with the tools and resources necessary to find employment within the community. Call civ (06783) 6-8188 or mil 485-8188 to hold your space in the Employment Orientation Class.

Air Force steps up, serves soldiers

By Ignacio "Iggy" Rubalcava

222nd Base Support Battalion
Public Affairs Office

The Reunion Reintegration Training program for soldiers returning from Iraq turned into a multi service affair when four airmen from Air Force North stepped up and helped Army Community Service conduct their weekly program that helps soldiers and families readjust to one another.

As part of the program, ACS treats soldiers and their families a free lunch. On this day, Air Force SMSgt. Arley Wheeler, MSgt. Dennis Gaines, MSgt. Donald Mock and MSgt. Steven Mahler stepped up to help serve the meal to the soldiers. "We're just helping out in the community. We're assigned to a NATO unit outside the back gate of Baumholder and we're just helping our fellow soldiers," said Arley.

"We're more than glad to help out in any way that we can since we actually live and reside in the community," he said.

Donna Finney, chief of ACS, explained that it's a little different coming back from a war as opposed

to just coming back from a training area. "We offer specialized training in post traumatic stress syndrome and reintegration with the family," said Finney.

The luncheon is just a special touch that ACS throws in to thank the soldiers.

"We try to get it (the lunch) through donations, through FRGs or other people in the community," said Finney.

It's our way of saying thank you soldier. We really appreciate what you did for us and you're a hero in our eyes," she said.

Soldiers participating in the current program are coming back from Iraq in "oneseis and twoseis," explained Finney. "They won't have that big party and that big reunion so this is the least we can do and tell them that they are heroes," she said.

"It's the 'funest' thing that we do. We get together on Wednesdays and we look forward to it. We're a team and our goal is to help take care of families and to serve these soldiers who are serving us. It's just the greatest gift in the world. It's almost better than a paycheck,"



Photo by Sabine Klag

MSgt. Donald Mock serves up some Sloppy Joe sauce to a soldier participating in the Reunion Reintegration Training program sponsored weekly by Army Community Service.

New phones improve health care

Baumholder Family Health Clinic is improving Access to Care by installing a Microlog uniQue Contact Center Automated Call Distribution server, including interactive voice response system capability. The system went online Oct. 20. Baumholder Family Health Clinic is the first European medical facility to implement this service. The first system of its kind was installed at Walter Reed Army Medical Center last year.

The clinic will be improving service by allowing callers to call one number, civ (06783) 6-8080 or mil 485-8080. Callers will not only receive timely information 24/7 about the services we provide (including a commander's information line), but will also be routed to the appropriate personnel during duty hours, quickly and efficiently.

A number of voice messaging options will also be provided to improve responsiveness, even to requests left after hours (these inquiries will be handled the next duty day) or during busy duty hours. In addition, the system will provide the command staff with detailed reporting regarding the times callers have to wait to be answered, which will allow us to staff accordingly.

The uniQue server is instrumental in "front-ending" all calls to the patient appointment service and clinics.

This application off-loads many calls to automation, freeing clerks to handle calls requiring personal attention.

This may all sound like complicated cyber jargon so here's how it works in a nutshell. When the caller selects the option to schedule an appointment, the IVR requests the caller to "punch-in" the sponsor's social security number and then routes the call to a clerk.

Using the hospital patient database application, CHCS, a screen "pops up" on the clerk's computer terminal, letting the clerk know who the caller is by putting all the pertinent information on the screen and initiating the application before the clerk answers the telephone. Statistics from other medical centers that offer the CHCS "screen pop" capability indicate that this feature saves about 30 to 45 seconds per call. Using this capability, Walter Reed has been able to handle more appointments faster, and with the same number of clerks.

One other feature that we believe will be helpful to callers is called Voice Tag in Queue. It's un-

derstandable that there are times when it is inconvenient to wait in queue, so when all the clerks are busy callers will be given the option to leave a message and enter their telephone number. The caller hangs up and his place will be held in queue by the system. When the clerk receives the message in a "screen pop," the caller's information will be in front of them. They listen to the message and, if necessary, use the telephone number entered to return the call later in the day. Since the Baumholder Clinic is an Open Access clinic, patients who require a same day appointment should hold on until their call is answered by an appointment clerk.

In addition to the new uniQue solution, patients can make routine appointments on tricareonline.com. Once registered callers can schedule routine appointments for all family members 24/7. Same day or specialty appointments cannot be scheduled via the web.

As with anything new there may be a few glitches, patients encountering difficulties can leave a message on the new system or call the clinic commander at mil (06783) 6-7150 and leave a message, the commander will call back as soon as his schedule permits.



Photo by Sabine Klag

SMSgt. Arley Wheeler controls the dessert table during the Reunion Reintegration Training program luncheon.

EPC desperately needs volunteers

By Julie Gowel
Army Community Service
Marketing Manager

In the United States, when a child is removed from his or her home due to maltreatment they are placed with a foster family until the parent or legal guardian is found to be capable of assuming the responsibilities of parenting. Here in Baumholder, there is no federally mandated foster care program so where do our children go?

The Army Community Service Office offers a program similar to that of the foster care systems in the states to ensure the children of the Baumholder Army community are cared for in emergency situations.

The Emergency Placement Care program is a voluntary, short-term program designed to give children a safe haven when their family is suffering hardships. An EPC provider is someone who volunteers to provide an environment filled with nurturing, attention and structure in their home for children who have been removed from their families' care. Children are either voluntarily or court-mandated to be placed with EPC providers in emergency situations usually involving child neglect and abuse but can include other reasons such as parental illness, injury, or general inability to care for the child.

Emergency placement care is short-term. Placements generally range from two days to two weeks and do not usually exceed 90 days. The program is designed to give families in emergency situations time to work on the problems or conditions that made emergency placement necessary. EPC is not foster care and does not result in the possibility of adopting a child.

The EPC program needs your help. The Baumholder community at this time has only one certified EPC provider who will be leaving our community within the next few months to return to the U.S. If no volunteer home is available to children in the Baumholder area who must be placed outside of their parent or legal guardian's care, they could be transferred to other military installations such as those in the Kaiserslautern area.

"People are usually so over-

whelmed at the thought of foster care, they think 'I can't do this.' There is a lot of support, whenever I needed anything I was able to call right up to ACS and I was able to talk with the Emergency Placement Care program and I never had any problems," said Baumholder's lone EPC provider. Her name cannot be revealed for security purposes but she had a great deal to say about the program.

"I could see a change in the children's faces and attitudes from the time they got here and left, they were very happy. I just made it as comfortable and loving as possible for them. Some advice I would give is just be ready to be patient, loving and be very understanding. These children are going through a hard time; you have to be understanding that they are not going to come into your home 100 percent happy, perfect, no problems. You have to be there for that child no matter what. Know that you are making a difference for that child in the time you are there."

The Baumholder community is lucky to have such a wonderful Emergency Placement Care provider but we need more. As our sole EPC provider said, "We need to have more people involved, luckily there was never another case while I was doing one because I am the only one."

What does it take to be an EPC provider? For starters,

it takes a loving and patient person willing to take the time to make a difference in the lives of children in difficult situations. Secondly, it takes some

training. Requirements for EPC providers include:

- Volunteer orientation
- Basic foster care provider training
- First aid and CPR
- In-service training to include many topics such as child development, stress management, cultural awareness and communication skills

For more information on becoming an Emergency Placement Care provider, contact Jenny Gerber, the EPC Coordinator in the Army Community Service Office, at mil 485-8188 or civ (06783) 6-8188.



Photos by Ignacio "Iggy" Rubalcava



Halloween brings out 222nd BSB creativity

The winners of the 222nd Base Support Battalion Halloween costume contest show off their spirited costumes. Above left is Bianca Bowen and Bill Kalavsky, second and first place winners, respectively. Bowen's costume was titled "Hell-Air 666" and Kalavsky billed himself as a "Mysterious Woman." At left is Gene Winfree, fourth place winner who weighed in as "Ton-bolina" and above is Dennis Peterson, your basic run of the mill "Armor Dragon Guy" and third place winner.

